

HMOs' Outpatient Behavioral Health Utilization Data for MA Residents
January 1, 2007 - December 31, 2007
(Includes combined HMO Closed Network Plan and HMO Insured Preferred Provider Network Plan statistics)

HMOs with over 150,000 Massachusetts Membership

	Total Physician Encounters	Annualized Physician Encounters per 1,000 Members	Total Non-Physician Encounters	Annualized Non-Physician Encounters per 1,000 Members	Total Encounters	Annualized Encounters per 1,000 Members
Fallon Community Health Plan, Inc.						
Major Depression	2,732	17.66	23,977	154.98	26,709	172.64
Attention Deficit Hyperactivity Disorder	2,497	16.14	4,876	31.52	7,373	47.66
Eating Disorders	457	2.95	652	4.21	1,109	7.17
Chemical Dependency	2,015	13.02	7,490	48.41	9,505	61.44
Other Mental Health	16,514	106.74	53,347	344.83	69,861	451.57
Total Outpatient Behavioral Health Utilization	24,215	156.52	90,342	583.96	114,557	740.48
Harvard Pilgrim Health Care, Inc.						
Major Depression	31,108	79.70	100,841	258.35	131,949	338.05
Attention Deficit Hyperactivity Disorder	8,416	21.56	13,641	34.95	22,057	56.51
Eating Disorders	397	1.02	3,798	9.73	4,195	10.75
Chemical Dependency	1,608	4.12	11,128	28.51	12,736	32.63
Other Mental Health	52,381	134.20	264,447	677.50	316,828	811.70
Total Outpatient Behavioral Health Utilization	93,910	240.59	393,855	1,009.03	487,765	1,249.63
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Major Depression	80,345	88.14	166,320	182.45	246,665	270.59
Attention Deficit Hyperactivity Disorder	16,891	18.53	30,634	33.61	47,525	52.14
Eating Disorders	2,738	3.00	7,313	8.02	10,051	11.03
Chemical Dependency	10	0.01	22,432	24.61	22,442	24.62
Other Mental Health	182,647	200.37	450,832	494.57	633,479	694.93
Total Outpatient Behavioral Health Utilization	282,631	310.05	677,531	743.26	960,162	1,053.31
Neighborhood Health Plan, Inc.						
Major Depression	9,797	64.49	25,849	170.15	35,646	234.64
Attention Deficit Hyperactivity Disorder	5,210	34.29	13,086	86.14	18,296	120.43
Eating Disorders	62	0.41	614	4.04	676	4.45
Chemical Dependency	1,785	11.75	8,894	58.55	10,679	70.29
Other Mental Health	22,438	147.70	109,459	720.52	131,897	868.22
Total Outpatient Behavioral Health Utilization	39,292	258.64	157,902	1,039.40	197,194	1,298.04
Tufts Associated Health Maintenance Organization, Inc.						
Major Depression	26,379	81.80	55,826	173.12	82,205	254.92
Attention Deficit Hyperactivity Disorder	6,081	18.86	9,871	30.61	15,952	49.47
Eating Disorders	207	0.64	2,219	6.88	2,426	7.52
Chemical Dependency	1,003	3.11	3,943	12.23	4,946	15.34
Other Mental Health	38,552	119.55	148,441	460.32	186,993	579.87
Total Outpatient Behavioral Health Utilization	72,222	223.96	220,300	683.15	292,522	907.11

HMOs with 150,000 or less Massachusetts Membership

	Total Physician Encounters	Annualized Physician Encounters per 1,000 Members	Total Non-Physician Encounters	Annualized Non-Physician Encounters per 1,000 Members	Total Encounters	Annualized Encounters per 1,000 Members
Aetna Health Inc.						
Major Depression	843	116.49	185	25.56	1,028	142.06
Attention Deficit Hyperactivity Disorder	113	15.62	28	3.87	141	19.48
Eating Disorders	22	3.04	24	3.32	46	6.36
Chemical Dependency	90	12.44	20	2.76	110	15.20
Other Mental Health	37	5.11	131	18.10	168	23.22
Total Outpatient Behavioral Health Utilization	1,105	152.70	388	53.62	1,493	206.31
CIGNA HealthCare of Massachusetts, Inc.						
Major Depression	154	32.46	767	161.68	921	194.14
Attention Deficit Hyperactivity Disorder	70	14.76	97	20.45	167	35.20
Eating Disorders	6	1.26	16	3.37	22	4.64
Chemical Dependency	30	6.32	97	20.45	127	26.77
Other Mental Health	275	57.97	1,948	410.62	2,223	468.59
Total Outpatient Behavioral Health Utilization	535	112.77	2,925	616.57	3,460	729.34
ConnectiCare of Massachusetts, Inc.						
Major Depression	23	2.94	170	21.73	193	24.67
Attention Deficit Hyperactivity Disorder	25	3.20	81	10.35	106	13.55
Eating Disorders	5	0.64	25	3.20	30	3.84
Chemical Dependency	5	0.64	76	9.72	81	10.35
Other Mental Health	239	30.55	2,152	275.11	2,391	305.66
Total Outpatient Behavioral Health Utilization	297	37.97	2,504	320.11	2,801	358.07
Health New England, Inc.						
Major Depression	4,260	62.23	9,110	133.08	13,370	195.31
Attention Deficit Hyperactivity Disorder	2,230	32.58	2,238	32.69	4,468	65.27
Eating Disorders	149	2.18	750	10.96	899	13.13
Chemical Dependency	545	7.96	1,463	21.37	2,008	29.33
Other Mental Health	9,631	140.69	35,612	520.23	45,243	660.92
Total Outpatient Behavioral Health Utilization	16,815	245.64	49,173	718.34	65,988	963.97
UnitedHealthcare of New England, Inc.						
Major Depression	0	0.00	0	0.00	0	0.00
Attention Deficit Hyperactivity Disorder	58	3.94	167	11.34	225	15.28
Eating Disorders	0	0.00	4	0.27	4	0.27
Chemical Dependency	13	0.88	9	0.61	22	1.49
Other Mental Health	245	16.63	2,060	139.85	2,305	156.48
Total Outpatient Behavioral Health Utilization	316	21.45	2,240	152.07	2,556	173.52

Total Physician Encounters:

531,338

Total Non-Physician Encounters:

1,597,160

Total Encounters:

2,128,498